DEPARTMENT: Various Departments

REPORTS TO: Varies

SUPERVISES: None; May serve as lead worker on project basis

DEFINITION:

Performs a variety of moderate to complex technical activities in support of a department- or City-wide program requiring specialized knowledge of assigned program, projects or function.

DISTINGUISHING CHARACTERISTICS:

The Program Technician is distinguished from the Administrative Assistant series by the requirement for more specialized, technical knowledge in a program field. While someone in this classification may be required to perform some clerical duties, the majority of the work is distinguished from the clerical classifications by greater complexity of assignments and more technical knowledge required to carry out assignments.

The Program Technician is distinguished from the Administrative Analyst classification by performing less complex or no financial, budgetary, public relations and project management assignments. The Administrative Analyst has a higher level of responsibility in the sense that it is responsible for coordination of a program requiring development, promotion, measurement, etc. of the activities of the program vs. the Program Technician's responsibility for supporting a technical program and ensuring that established procedures, rules, etc. are met.

The Program Technician is a bridge class between the administrative support/clerical job family and the Administrative Analyst and/or professional job family within the program. The Program Technician performs technical, administrative and research functions or projects requiring specialized training and knowledge of the program and an ability to plan and coordinate using independent judgment and limited supervision.

ESSENTIAL JOB FUNCTIONS-- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Plans, organizes and carries out one or more specialized program functions on an ongoing basis with limited supervision.
- Ensures activities meet requirements as specified in City, state and federal laws relevant to program.
- Performs contract and grant administration on a project or program basis.

Performs a variety of moderately difficult to complex technical work and research in support of program which may include office and/or field work.
- Prepares a variety of technical reports, documents, notices and public information material requiring research and analysis of program policies, procedures and standards.
- Creates and updates graphs, spreadsheets, charts and other related technical documents.
- Establishes and maintains databases, project tracking systems and other technical information systems required for studies, projects and programs.

- Provides information to staff, property owners, developers and other interested parties on applicable local, state and federal codes, regulations, requirements, standards and programs.
- Reviews a variety of reports for accuracy and compliance; Provides feedback and facilitates changes regarding non-compliance.
- Maintains knowledge of specific city, state and federal rules and regulations applicable to program.

Provides administrative support to program.
- Provides administrative assistance to program supervisor and staff.
- Represents program/supervisor at various meetings, organizations, committees and public events.
- Prepares correspondence, reports, agendas, etc.; Gathers, researches and compiles data.
- Develops office procedures, routines and filing systems in support of program.

OTHER JOB FUNCTIONS

May serve as support staff to committees or commissions.

Serves as backup for other support or clerical staff.

Performs other related duties as assigned.

WORKING CONDITIONS:

Duties are primarily performed in an office environment, but may also require field work and travel to meetings.

QUALIFICATIONS:

Knowledge of:
- Business English, composition, spelling, grammar, punctuation and letter format.
- Applicable research methods and procedures.
- Thorough knowledge of software for word processing, spreadsheets, databases, graphics and/or mapping.

Ability to:
- Conduct analysis and prepare complex, detailed technical reports, correspondence and records.
- Establish and maintain effective working relationships.
- Plan, organize, problem solve, make decisions and prioritize tasks to meet deadlines, with limited supervision.
- Understand and apply local, state and federal laws, rules and regulations relevant to program.

- Communicate effectively, both orally and in writing.
- Operate standard office equipment such as computer and calculator.
- Physical ability to perform the essential functions of the job.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Graduation from high school or GED, supplemented by college level courses in public or business administration, planning or social sciences; and three years progressively responsible technical and/or administrative support experience including research, data collection and analysis, report writing, and program administration.

Licenses, Certificates, and Other Requirements

A valid driver's license